CASE STUDY

Performance Testing: iLAB Understands the Importance of Proper Execution Essential to a Quality Solution

iLAB UNDERSTANDS PERFORMANCE TESTING

A leading global provider of integrated computing solutions to auto, truck, motorcycle, marine, and recreational vehicle dealers approached iLAB. With nearly 9 billion in revenue and an estimated 570,000 clients, the company is the world's largest provider of business outsourcing solutions. The company offers various Human Resources (HR), payroll, tax, and benefits administration solutions.

THE REQUIREMENT

The client consolidated into one data center and required performance testing to confirm that the new data center could accommodate the same workload and identify performance issues.

As most clients access the systems via portals, the performance test must factor in the varying performance and capabilities of connectivity in different regions. A test strategy was needed to confirm acceptable performance under varying conditions. As the migration was across continents, there was concern that bandwidth might be an issue.

THE SOLUTION

Our testing approach and strategy were based on iLAB's testing methodology, iTEST©, ensuring that performance testing adhered to international best practices and that we completed the necessary investigation, design, execution, and close-out activities essential to a quality solution.

THE SOLUTION (CONT'D)

iLAB and the client agreed on the following objectives and approach:

- To ensure performance issues do not impact the client, testing is conducted during and after each major consolidation and before going live.
- End-to-end business processes were tested by identifying point performance issues and the impact on operations, both in terms of bandwidth and response times.
- Remote testing would be structured to allow iLAB to evaluate the impact of bandwidth constraints.
- Project management ensures quality, cost, and schedule are tightly managed.

iLAB has several testing laboratories in South Africa, North America, Europe, and Asia with associated testing data centers. Our laboratories have access to high-speed/high-volume international bandwidth, and with this capacity, we can accommodate data transfers of up to 155 Mbs from one location.

The laboratories were used as load injection points, with the South African data center being used to manage the load testing. Re-testing was conducted to ensure that performance had improved and that no new performance issues resulted. iLAB worked closely with the client's project manager and technical subject matter experts to monitor, diagnose, resolve issues, and agree on areas of improvement.